

Minimum Qualification Specification
for the Class:

PUBLIC WELFARE ADMINISTRATIVE APPEALS PROGRAM OFFICER
(PUB WELF ADM APPLS PRGM OFFCR)

Prerequisite Knowledge and Abilities Required:

Knowledge of: Principles of conducting quasi-judicial hearings; procedures and rules of evidence as they apply to quasi-judicial hearings; interviewing techniques; research methods and techniques; and report writing.

Ability to: Plan, organize, manage and direct the State Public Welfare Administrative Appeals program; establish operational policies, procedures, and standards; learn, understand, and apply departmental administrative policies and procedures relating to budgetary and personnel matters; provide consultation to appeals officers regarding program regulations and legal or procedural aspects of hearings; train, supervise, and evaluate the work of others; establish and maintain effective working relationships with staff from the department and other public and private agencies; learn, apply and explain the statutes and guidelines governing rules adoptions, modification and repeal; explain public welfare programs, laws, rules and regulations and precedent court decisions; communicate effectively orally and in writing; conduct quasi-judicial hearings; develop, analyze, correlate and evaluate evidence and facts; and compose logical and clear opinions.

Basic Education Requirement:

Graduation from an accredited four (4) year college or university with a bachelor's degree. Excess work experience as described under General or Specialized Experience below or any other progressively responsible administrative, professional or analytical work experience which provided knowledge, skills and abilities comparable to those acquired in four (4) years of successful study while completing a college or university curriculum leading to a baccalaureate degree may be substituted on a year-for-year basis. To be acceptable, the experience must have been of such scope, level and quality as to assure the possession of comparable knowledge, skills and abilities.

The education or experience background must also demonstrate the ability to write clear and comprehensive reports and other documents; read and interpret complex written material; and solve complex problems logically and systematically.

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown below, or any equivalent combination of training and experience.

General Experience: Three (3) years of progressively responsible professional or other responsible analytical work experience which involved gathering, evaluating and analyzing facts and other pertinent information required to resolve problems; identifying, evaluating and analyzing issues involved; and interpreting and applying various statutory provisions, rules or regulations, to determine and recommend appropriate courses of action. Such experience must have demonstrated the ability to elicit information orally and in writing; apply problem-solving methods and techniques; and prepare clear and concise written reports of facts, issues, application of laws, rules, regulations or procedures, and recommendations for action.

Specialized Experience: Three (3) years of progressively responsible professional or other analytical work experience which demonstrated knowledge of procedures and requirements pertinent to conducting hearings of contested cases in government and adjudicating cases that involve the interpretation and application of policy, rules and regulations, and which demonstrated skill in the analysis and presentation of cases or complex issues. Such experience may have been obtained through work which involved either: (1) conducting hearings of contested cases in government including time required to conduct research and study preparatory to conducting hearings and subsequently to analyze the evidence and prepare findings of fact, conclusions of law and recommendations or decisions as applicable; or (2) serving as a responsible representative of a party at, or actively participating as a party in such hearings including time required to conduct research and study preparatory to the hearing, gathering and evaluating facts to be submitted as evidence and preparing analyses or memoranda subsequent to hearings as applicable.

Supervisory Aptitude: Applicants must possess supervisory aptitude. Supervisory aptitude is the demonstration of aptitude or potential for the performance of supervisory duties through successful completion of regular or special assignments which involve some supervisory responsibilities or aspects of supervision, e.g., by serving as a group or team leader, or by the completion of training courses in supervision accompanied by application of supervisory skills in work assignments; and/or by favorable appraisals by a supervisor indicating the possession of supervisory potential.

Administrative Aptitude: Applicants must possess administrative aptitude. Administrative aptitude will be considered to have been met when there is strong affirmative evidence of the necessary administrative aptitudes and abilities. Such

evidence may be in the form of success in regular or special assignments or projects which involved administrative problems (e.g., in planning, organizing, promoting, and directing a program, including policy and budgetary considerations; providing staff advice and assistance in such matters); interest in management demonstrated by the performance of work assignments in a manner which clearly indicates awareness of administrative problems and the ability to solve them; completion of educational or training courses in the area of administration accompanied by the application of the principles, which were learned, to work assignments; management's observation and evaluation of the applicant's leadership and administrative capabilities; success in trial assignments to managerial and/or administrative tasks.

Non-Qualifying Experience: Clerical or other sub-professional work experience, although it may have been in the field of appeals processing or welfare benefits eligibility examination, is not qualifying.

Substitutions Allowed:

1. Satisfactory completion of academic requirements for a master's degree from an accredited college or university which required completion of research and the preparation of extended reports may be substituted for one (1) year of General Experience required.
2. Satisfactory completion of coursework required for a law degree from a School of Law, accredited by a nationally recognized specialized accrediting body (or coursework deemed comparable by a nationally recognized specialized accrediting body), which included study of techniques of legal research and writing, administrative law, rules of evidence, and civil procedures may be substituted for the general or specialized experience required on the basis of fourteen (14) semester credit hours for each one-half (1/2) year of experience required up to a maximum of one and one-half (1-1/2) years of the general experience and/or one and one-half (1-1/2) years of the specialized experience.
3. Possession of a law degree from a School of Law, accredited by a nationally recognized specialized accrediting body (or a law degree that is deemed comparable by a nationally recognized specialized accrediting body), may be substituted for all of the general experience and two (2) years of the required specialized experience.
4. Excess specialized experience may be substituted for the required general experience on a year-for-year basis.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:


Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

This is an amendment to the minimum qualification specification for the class PUBLIC WELFARE ADMINISTRATIVE APPEALS PROGRAM OFFICER (PUB WELF ADM APPLS PRGM OFFCR) which was approved on April 16, 1996.

DATE APPROVED: 8/24/2010



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